

AVIANO AIR BASE – INFORMATION, TICKETS, & TRAVEL – MONTHLY TRIP REQUEST FORM

****** THIS FORM IS NOT FOR ITT'S PATRIOT SHUTTLE SERVICE******

HOW IT WORKS: Fill out all required fields (including payment card details) and send back **ONLY** to 31FSS.ITT.AVIANO@US.AF.MIL regarding all monthly ITT trips. We will respond via email once your credit card is charged, confirming that you are signed up for the trip.

Feel free to contact us with any questions, concerns, or changes. (*Reference page 2 for ITT's refund & travel documents, details concerning trip confirmations and final itineraries, and ITT office information*)

We MUST receive this completed form at least 7 days prior to a trip!

I. CUSTOMER INFORMATION: (include the following in the email subject line: ***TRIP NAME/ TRIP DATE/LAST NAME***)

LEAD NAME:

PHONE No.:

EMAIL:

No. OF ADULTS (11-18+):

No. OF CHILDREN (3-10 Y/O – PLEASE SPECIFY AGES):

No. OF INFANTS (0-2 Y/O – PLEASE SPECIFY AGES):

NAME & DATE of ITT TRIP:

SAI (Single Airman Initiative – specify YES or NO):

DAP (Deployed/Affected Personnel – specify YES or NO):

NOTE: SAI discount applies to those **without dependents on their orders, DAP discount applies to servicemembers and/or spouses who have been deployed/affected by a deployment **within the last year****

II. PAYMENT INFORMATION:

Card #:

CVC:

Expiry:

Billing Zip:

*******REMINDER – PLEASE ONLY SEND THIS FORM BACK TO 31FSS.ITT.AVIANO@US.AF.MIL FOR YOUR SPOT TO BE RESERVED*******

***** HELPFUL INFORMATION *****

REFUND POLICY:

- I. *Cancellations made more than two (2) calendar weeks in advance will receive a full refund. (OVERNIGHT TRIPS ONLY!)*
- II. *Cancellations made more than one (1) calendar week in advance will receive a full refund. (DAY TRIPS ONLY!)*
- III. *Cancellations made the same day a trip was purchased will receive a full refund.*
- IV. *Cancellations made within one (1) calendar week of the trip departure will receive no refund.*
- V. *Cancellations will ONLY BE ACCEPTED in person at the ITT office during our published opening hours.*
- VI. *Exception to policy: Cancellations resulting from qualified military duty, health and family emergencies, or other circumstances of an exceptional nature may be considered for refunds only if ITT is notified within 72 hours after the trip departure. The decision to issue an exception to policy will be made at the sole discretion of ITT staff and may require that supporting documentation be submitted. Occurrence of the stated events does not guarantee that a refund will be issued.*

PERSONAL TRAVEL DOCUMENTS:

- VII. The Soggiorno Office has received new guidance from the Pordenone Questura Immigrations Office regarding the new ETIAS and EES programs.
- VIII. All members requiring a Soggiorno Permit are advised to carry their Soggiorno, Tourist Passport, their Official/No-Fee Passport, as well as their orders whenever crossing any borders. As a reminder, Soggiorno bearers must carry their tourist passport and Soggiorno at a minimum, wherever you go, even within Italy.
- IX. When stopped at a border or before boarding a plane for leisure travel, present your tourist passport. Only present additional documentation if requested by the reviewing officer.
- X. Please take proper precautions when traveling and spread this information to everyone you know that this may affect.
- XI. For any questions or concerns, please call the Soggiorno office at DSN 632-4806.

PLEASE KEEP IN MIND TRIP AVAILABILITY IS BASED ON A FIRST COME, FIRST SERVE BASIS. SPOTS ON YOUR DESIRED TRIP(S) ARE NOT GUARANTEED AND IT WILL BE COMMUNICATED WHETHER YOU NEED TO MAKE ANOTHER SELECTION.

ONCE YOUR CARD IS CHARGED AND WE RESPOND VIA EMAIL, YOU WILL BE CONSIDERED SUCCESSFULLY REGISTERED FOR YOUR CHOSEN TRIP(S). CONFIRMATIONS WITH FINALIZED ITINERARIES FOR EACH RESPECTIVE TRIP WILL BE SENT TO THE EMAIL ADDRESS PROVIDED 1-2 DAYS PRIOR TO THE DATE OF THE EVENT.

BE SURE TO CHECK YOUR SPAM EMAIL FOLDER IF YOU HAVE YET TO RECEIVE COMMUNICATIONS FROM OUR OFFICE. **PLEASE READ FINAL TRIP CONFIRMATIONS CAREFULLY, AS ADJUSTMENTS TO THE ITINERARY MAY HAVE BEEN MADE.**

DUE TO OPSEC REGULATIONS, WE CANNOT SEND TRIP FLYERS OR INFORMATION VIA EMAIL. FEEL FREE TO STOP BY OUR OFFICE TO PICK UP A COPY OF THE ITINERARY FOR YOUR SELECTED TRIP(S) OR RUN ANY QUESTIONS BY OUR STAFF.

AS STATED IN OUR *REFUND POLICY*, IF YOU QUALIFY FOR A FULL REFUND, YOU MUST BE PRESENT IN THE OFFICE TO RECEIVE YOUR MONEY BACK. CURRENTLY, WE ARE CONDUCTING ALL SALES VIA A P.O.S REGISTER SYSTEM AND ARE ONLY ABLE TO GRANT ELECTRONIC-TENDERED RETURNS.

ITT Office Information:

Information, Tickets, & Travel; Aviano Air Force Base

31st Force Support Squadron, Italy

Base Exchange/Commissary, Area F Bldg 1411 (Across from Europcar, next to Stripes Alterations)

Hours: Mon-Fri 1000-1800 CET (Central European Time)

Closed on all Weekends, Federal Holidays, and Family Days

DSN: 632-3107

TEL: +39 0434-30-3107

WEB: <https://31fss.com/information-tickets-and-travel/>